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FINANCE - FINANCIAL INFORMATION NETWORK - FINET

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Financial Information Network (FINET) is the official financial system / general ledger for the State of Utah. It is composed of procurement, accounts payable, accounts receivable, inventory, cost accounting, general accounting and fixed asset modules.

FINET, formally named Advantage Financial, is a web based governmental accounting system (with Oracle 10g as a database backend) developed, marketed and maintained by CGI Technology Solutions Inc. The State of Utah currently runs version 3.7 of the product. Under licensing contract with the state, CGI provides regular updates / upgrades to the software.

By law, every department of state government must post their accounting activity to this system, via online data entry directly into the system, or via interface from other pre-approved systems.

FINET is the primary source for the majority of data feeding the state Data Warehouse, and is also the primary source for development of the state Comprehensive Annual Financial Report (CAFR).

Accounting personnel in every department of state government use FINET to requisition and order goods and services from vendors, pay vendors for goods and services received, collect cash and establish and collect receivable accounts, and track the acquisition, transfer, disposal and depreciation of state fixed assets.

Department of Corrections and Utah Department of Transportation accounting personnel also use FINET to track the acquisition, dispensing and administration of department inventory items.



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PRODUCT DESCRIPTION

Utah Department of Transportation also uses FINET to complete their weekly federal billing drawdown to request approved project monies from the federal Government. On average, this drawdown request includes several millions of dollars each week.

While all interfaces with FINET are processed during daytime business hours, a nightly FINET batch cycle is executed to process federal billings, journal / ledger postings and to produce vendor warrant payments.

Division of Finance maintains four FINET environments, training, development, quality assurance and production. In addition, the Division of Finance also maintains a system switchover site for FINET in Richfield at the DTS data center.

The hours of support required for FINET are listed below.

Application	Support Hours	Days of Week
FINET	Business Hours	Monday - Friday

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Procurement	<p>Although the Division of Finance provides a system (FINET) for departments to use to requisition and order items from vendors, all departments must follow statewide procurement policy and procedures published by the Division of Purchasing.</p> <p>FINET procurement system accommodates both sole source purchase and contract purchase orders. FINET controls purchases by master agreement, and tracks all contract purchases back to authorized master agreements.</p> <p>FINET allows users to print purchase orders online, and provides a batch process to print purchase orders.</p>
Accounts Payable	<p>FINET distributes several thousand warrants each business day. Each night Monday through Friday, the FINET batch cycle generates and prints warrants for distribution.</p> <p>Vendor payments created in FINET reference commodity and non-commodity based orders.</p>
Accounts Receivable	<p>The FINET system allows state departments to record and track receivables and the collection of funds against these receivables. The system generates and distributes customer invoices and statements for departments to mail to debtors.</p>

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Fixed Assets	<p>FINET fixed assets allow department fixed asset accountants to track the acquisition, transfer and disposal of fixed assets owned by the state of Utah.</p> <p>Through the FINET cycle batch process, the system automatically calculates and posts fixed asset depreciation amounts.</p>
Cost Accounting	<p>Cost Accounting is a method of tracking and reporting of activity at a programmatic/project level across multiple spending accounts or departments. FINET provides this capability for all agencies</p>
Federal Billing	<p>Both the Utah Department of Transportation and the Department of Environmental Quality use FINET to automatically calculate federal billings owed the state and then generate a billing to the federal government for the calculated costs.</p> <p>This process, for both departments, is executed three times a week during FINET cycle batch processing.</p>
Inventory	<p>Utah Department of Transportation and Department of Corrections use the inventory subsystem in FINET. Both agencies use this subsystem to track inventory purchases, inventory transfers between departments, automatic reorder of goods for inventory, and annual inventory counts.</p> <p>The inventory subsystem is directly tied to the procurement function of the FINET system. Inventory items ordered and received by the state automatically update the inventory subsystem.</p>
General Accounting	<p>FINET allows authorized users to maintain accounting entries posted to the system, including journalizing adjustments, fiscal month end closing and annual close.</p> <p>FINET provides the accounting team of the Division of Finance with accounting data to create and complete the State of Utah Comprehensive Annual Financial Report (CAFR)</p>
General Ledger / Accounting Journal	<p>FINET is the official / authorized general ledger for the State of Utah. The FINET general ledger is updated during each FINET nightly batch cycle. The FINET accounting journal is updated "real-time" as a transaction is processed and posted in the system.</p>

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Travel Request and Authorization	<p>The State of Utah does not currently use this subsystem. The subsystem does allow for pre-authorization of travel, payment of travel expenses, and the reimbursement of travel expenses.</p>

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All items not included in the design	Functionality that is not included in the design of the FINET system or explicitly required and agreed upon as an enhancement is not included.
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RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate

ORDERING AND PROVISIONING

Application enhancement and updates may be requested by contacting the DAS - Division of Finance Financial Information Systems (FIS) team in person, by contacting the Division of Finance FINET Help Desk, or by sending an email message to FINET Control. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by the Division of Finance Director and the Division of Finance FIS Manager.

DTS RESPONSIBILITIES

DTS is responsible for:

- Utilizing DTS methodologies for development and implementation of changes and enhancements
- Being able to customize the deliverable as requested by the customer
- Maintaining the system per the request of the user within the hourly rate
- Managing technical aspects of the project for making enhancements or implementing system updates / upgrades.

AGENCY RESPONSIBILITIES

The Agency is responsible for:

- Providing direction and guidance for the scope of all FINET system projects
- Following change processes if the scope of the project changes
- Providing access to needed business resources for information gathering, QA testing, and sign off

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
System Availability	This system needs to be available during normal business hours, Mon-Friday. It needs to be available for off business hour application processing requirements. Normal business hours are: 8:00 a.m.-5:00 p.m. We are striving for 99% availability during the supported hours. This will allow for unplanned down time due to unforeseen events.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

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Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied